Innovative virtual computing for government and education
With every new fiscal year and each new semester, it seems that there’s a new challenge facing IT departments in the public sector. Government agencies of all levels, K-12 and higher education each have their own specific computing agendas, yet all share the same IT goals: Simplified management, cost-effectiveness, user-friendly computing, versatility, efficiency and maximum security.

Virtual computing solutions from Citrix Public Sector provide streamlined, robust and less-costly environments that deliver IT as a service and make it easy to work anytime, anywhere, on any device. Citrix combines desktop virtualization, networking and cloud computing to disassemble the hard-wired building blocks of traditional computing and refashions them into an on-demand resource.

When users can connect anywhere from any device, work becomes a state of being rather than a location, and common practices such as meetings, collaboration and support can happen free of boundaries.

At the same time, virtual computing gives users far more control over what devices they use, when and where they work, what applications they prefer and how to integrate their work and personal lives. Citrix also creates new ways for IT to work—including moving workloads to more efficient or under-used servers, as well as moving desktops and applications to run centrally, and securely in the datacenter.

Citrix Public Sector solutions target the very challenges that face our customers every day, including datacenter consolidation; cybersecurity and data protection; developing reliable telework and disaster recovery programs; providing for staff mobility; transitioning to cloud computing; thin-client use; and green IT initiatives. And all while maintaining optimum user experience, reducing costs and maximizing flexibility—through the power of virtual computing.
Citrix: at the forefront of IT
Virtual computing is at the center of a remarkable IT transformation across the fields of government and education. Agencies and school systems now have the power to transcend the limitations of the previous computing era while realizing lower costs, greater business agility and freedom for the user. Citrix Public Sector solutions deliver a full portfolio of offerings that enable virtual workstyles for users and virtual datacenters for IT, and put it at the center of this transformation.

Traditional approaches to distributed computing have become increasingly unmanageable, expensive and, worse yet, inflexible and unwieldy in today’s government and education IT environments.

Even a simple software upgrade can prove complicated and costly to execute, compromised by the geographic sprawl of end users across various agencies and school systems. Citrix Public Sector solutions give you a simpler, service-oriented model, giving control back to your IT department again.

The often-heard organizational mandate to “do more with less” is typically received with great trepidation—but with Citrix, your IT department can do precisely that—with no need to compromise on user experience or performance. Ever.
IT challenges for the new millennium

Reap the benefits of datacenter consolidation.
Consolidating datacenters through virtualization increases IT productivity to meet the needs of all workers while reducing operational costs, paring back energy use and efficiently using existing equipment. Citrix Public Sector solutions enable any agency or school system, no matter what size or budget, to immediately benefit from a virtual datacenter. Consolidating workloads from multiple instances of under-utilized hardware translates to fewer physical servers, lower power consumption, savings in cooling and management, optimized use of existing hardware, and improved manageability and reliability.

Address cybersecurity needs and protect confidential data.
Keep sensitive data secure by granting flexible, multi-level access to authorized personnel. With virtual computing, all data transmission is secured through high-performance, standards-based encryption from the datacenter through the network to the user. Access is controlled through a single point that ensures proper authentication for applications and data specific to their role. Application-level security is built in and provides compliance with government regulations and protection from outside attacks, while policy-based password management and session monitoring provide additional layers of protection for intellectual property and assets.

Enable telework programs and quick recovery from disasters.
Improved solutions for telework ensure that desktops, applications and data are accessible at any time, anywhere, on any device under normal conditions and during and after a natural or man-made disaster so that staff can operate in real time. Citrix technologies provide a high level of security; are

Who Citrix Public Sector serves
• Federal government agencies, departments and institutions
• State and local government entities
• Primary/secondary schools and libraries
• Colleges and universities
easy and cost-effective to implement, use and support; and deliver excellent reliability and consistent performance across different usage cases. They also allow the freedom for teleworkers to use a wide variety of devices, network connections and existing software and infrastructure.

**Provide simplified staff mobility.**
A high availability of data increases worker efficiency and satisfaction, enabling workers to have uninterrupted, secure and instant access to desktop and applications as they roam from location to location, device to device and network to network. Sustaining productivity is one of the top concerns with a mobile workforce, and is a focus of Citrix technology solutions. These solutions ensure a high-quality user experience for a wide range of applications, resolving network latency and correcting IT issues; in addition, mobile users have the flexibility to use laptops, tablets and more to handle daily workloads while enjoying the same computing environment found in the office.

**Make a move to the cloud.**
Scalable, Internet-based computing offers workers shared applications, resources, software and information to individual computers and other devices as needed, allowing IT to respond and adapt to evolving needs while maintaining peak versatility and value. Personalized applications and other resources are made available through Citrix virtual computing to laptops, tablets, smartphones, thin clients and more, making operations more flexible and responsive than ever before. In addition, moving to a cloud-computing environment helps to achieve mandates to reduce carbon footprints, realize new levels of cost reduction and provide enhanced data security.

**Transition to a thin-client environment.**
Over time, the traditional system for deploying applications on multiple servers and user devices has grown ever more costly and open to security risks. Thin-client devices have a longer operational life span than traditional fat-client machines, cut energy use and are less expensive to purchase and maintain. By housing and processing data within a centralized server, thin-client computing ensures that sensitive information is tightly monitored and reduces management costs. What's more, building a thin-client system does not mean having to rebuild infrastructure in order to support it, require system upgrades, or compromise security. Thin clients afford unprecedented flexibility and efficiency as well as an incremental approach to adopting a server-based system that allows standard devices to act like thin-client computers through the use of special software.

**Support green IT initiatives.**
Because power consumption makes up a significant part of virtual computing’s “green” benefit, this IT solution has a significant, positive impact on the bottom line while improving performance and cutting energy use. By allowing the datacenter to use fewer physical servers, virtual computing enables a dramatic reduction in the costs associated with powering and cooling that datacenter. In this scenario, the green datacenter is also less expensive to operate and maintain. End devices face rigorous use over the course of an operational life span. Virtualization enables these machines to last longer and makes it easier for IT managers to purchase devices that pose less of a toxic threat in the future.
Citrix works with...
- More than 200 US federal agencies
- All 15 US cabinet-level departments
- All 50 states in the US
- Ten of the 10 largest US counties
- Nine of the 10 largest US cities
- All of the US “Big Ten” universities
- More than 200 U.S. primary and secondary schools
The Citrix family of virtual computing products works in concert to provide a truly unprecedented, end-to-end user experience. This technology replaces traditional, costly, time-consuming PC desktop lifecycle management with a more efficient answer for creating lower costs, tighter security and greater device freedom.

Citrix products include:

**Citrix XenDesktop®**
A desktop virtualization solution that delivers Windows desktops as an on-demand service to any user, anywhere. With FlexCast™ delivery technology, XenDesktop can quickly and securely deliver individual applications or complete desktops to the entire enterprise, whether they are task workers, knowledge workers, or mobile workers. Users now have the flexibility to access their desktop on any device, anytime, with a high-definition user experience. With XenDesktop, IT can manage single instances of each OS, application, and user profile and dynamically assemble them to increase business agility and greatly simplify desktop management. The open architecture of XenDesktop enables customers to easily adopt desktop virtualization using any hypervisor, storage, or management infrastructure.

**Citrix XenApp™**
An on-demand application delivery solution that enables any Windows application to be virtualized, centralized, and managed in the datacenter, and instantly delivered as a service to users anywhere on any device. XenApp reduces the cost of application management by up to 50 percent, increases IT responsiveness when delivering an application to distributed users and improves application and data security.

XenApp enables IT to centrally manage a single instance of each application and virtualize them for delivery to users for online and offline use, while providing a high-definition experience. It delivers 99.999 percent application availability and is proven with 25 million apps in production and over 100 million users worldwide.

**Citrix XenServer®**
An enterprise-ready, cloud-proven virtualization platform with all the capabilities needed to create and manage a virtual infrastructure at half the cost of other solutions. Organizations of any size can install the free XenServer in less than ten minutes to virtualize even the most demanding workloads and automate management processes, which increases IT flexibility and agility, and lowers costs. To add a rich set of management and automation capabilities designed to help customers create a virtual computing center, simply upgrade to one of the enhanced versions of XenServer.

**NetScaler®**
Available as a network device or as a virtualized appliance, it is a web application delivery appliance that accelerates internal and externally-facing web application up to five times, optimizes application availability through advanced L4-7 traffic management, increases security with an integrated application firewall, and substantially lowers costs by increasing web server efficiency. Citrix NetScaler is a comprehensive system deployed in front of web servers that combines high-speed load balancing and content switching with application acceleration, highly-efficient data compression, static and dynamic content caching, SSL acceleration, network optimization, application performance monitoring, and robust application security.
Citrix XenClient™
Allows IT to deliver secure business desktop and a customizable personal desktop on a single laptop, providing IT with the control it needs and users with the flexibility they want. Secure back-up of each user environment and the ability for the user to restore it to any XenClient device themselves minimizes disaster-related downtime and IT support costs.

Citrix XenClient XT™
A secure, high-performance, client-hosted virtualization (CHV) solution designed specifically to meet agency requirements. It enables agencies to run multiple securely isolated environments on a single mobile or desktop PC, and addresses the needs for high levels of security, isolation and auditability. XenClient XT simplifies deployment of new PCs, as well as hardware and software upgrades, because IT administrators can quickly deliver a new desktop environment or move an existing one to any system running XenClient XT.

Citrix Access Gateway™
A secure desktop and application access solution that provides administrators granular application-level policy and action controls to secure access to applications and data while allowing users to work from anywhere using HDX™ SmartAccess. It gives IT administrators a single point of control, and tools to help ensure compliance with regulations and the highest levels of information security across and outside the enterprise. At the same time, it empowers users with a single point of access—optimized for roles, devices and networks—to the enterprise applications and data they need. This unique combination of capabilities helps maximize the productivity of today’s mobile workforce.

Citrix Branch Repeater™
A branch optimization solution that provides a high definition desktop and application experience to branch and mobile users while dramatically reducing bandwidth costs and simplifying branch infrastructure. Branch Repeater accelerates desktop and application delivery, and decreases bandwidth consumption by compressing, caching and prioritizing traffic for all TCP-based applications—including virtual desktops and applications. Branch Repeater with Windows Server enables server consolidation by integrating WAN optimization and application acceleration with Microsoft Windows services. Supporting more users on existing bandwidth and simplifying branch infrastructure, Branch Repeater accelerates the ROI associated with centralizing and virtualizing desktops and applications.

Citrix Receiver™
A high-performance, universal client technology that enables IT to deliver virtual desktops, Windows, web and SaaS applications and content as an on-demand service to any user or device. With Receiver, IT has complete control over security, performance, and user experience, with no need to own or manage the physical device or its location.
Citrix products are utilized to solve a multitude of IT challenges:

<table>
<thead>
<tr>
<th>Feature</th>
<th>XenDesktop</th>
<th>XenApp</th>
<th>XenClient</th>
<th>XenServer</th>
<th>NetScaler</th>
<th>Access Gateway</th>
<th>Branch Repeater</th>
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<tbody>
<tr>
<td>Datacenter consolidation</td>
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**Our customers include...**
- US DoD Defense Intelligence Agency (DIA)
- Fairfax County, VA government
- Indiana University
- Scottsdale Community College
- US Army
- Campbell Union High School District
- State of Alaska
Citrix Consulting Services
Citrix Consulting is a world-class provider of professional services specializing in the analysis, design and implementation of Citrix technologies. The Citrix Consulting group focuses on government and education organizations with complex, mission-critical or large-scale deployments of Citrix technologies, using its unique Citrix product expertise. These engagements are typically the most challenging in scope and detail, and require consultants who possess an unparalleled understanding of Citrix products.

Through the use of proven methodologies, tools and best practices, Citrix Consulting ensures the successful implementation of our products. Citrix adapts its service offerings to meet the varied demands of federal, state and local governments; K-12 school systems; colleges and universities; Fortune Global 500 companies; and technology providers to provide virtual computing solutions for achieving business objectives.

The use of Citrix Consulting brings a wide range of key benefits for government and education, including:

**Improved time-to-market.**
Citrix Consulting professionals have years of experience in virtual computing technologies that can reduce the learning curve during a project and help achieve full value sooner. This is especially important when working with new Citrix products and feature releases.

**Minimized total cost of ownership (TCO).**
Our consulting teams have extensive experience integrating enterprise applications, thereby maximizing the value of customer infrastructure while slashing costs.

**On-site presence.**
By teaming with Citrix Consulting, government and education organizations have an on-site representative working directly with the project team. Citrix consultants serve as a liaison to the Citrix Technical Support and Engineering teams to provide direct access into the Citrix organization.

**Knowledge from certified professionals.**
Citrix certified professionals bring in-depth product knowledge as well as extensive consulting experience. Throughout the engagement, Citrix Consulting will facilitate knowledge transfer to the customer’s IT team to increase an understanding of best practices.

**Project flexibility.**
Citrix offers a flexible engagement model that leverages only the consulting expertise that government and education enterprises require. This provides the control to structure a project and work within budget.
A wealth of resources at your command
The value of teaming with Citrix Public Sector goes far beyond mere products and desktop transformation—we also offer a broad selection of resources to help your organization put virtual computing solutions into place, provide tailored technical support and guidance, create lasting business partnerships, train staff to enhance on-the-job skills and much more.

The Citrix partner network includes alliance partners, value-added resellers, systems integrators and learning centers from around the world. Our valued partners bring a wide range of expertise and services to critical, fast-growing markets.

Citrix government solution advisors are members of the Citrix Partner Network and are authorized to resell Citrix products. Keenly focused on customer service, they provide a spectrum of services that range from strategic planning and consulting to product delivery and support. Citrix Government Solution Advisors are authorized to offer Citrix solutions through various government contracts, including the General Services Administration (GSA) Schedule [GS-35F-0332N] through a partnership with immixGroup and Department of Defense Enterprise Software Agreement Blanket Purchase Agreement (DoD ESA BPA) [W91QUZ-04-A-0001].

Citrix training courses provide the knowledge to meet and exceed agency goals by delivering hands-on skills and on-the-job insights. With authorized Citrix training, you can ensure optimal use of your Citrix products, keep your agency running smoothly and advance professionally with in-demand technical skills. You will also learn and be able to apply best practices.

Citrix support

Tech support programs. Citrix Support can work with you to create a support program that fits your needs. Customize the level of support you receive and get the most out of our resources, expertise and leading-edge capabilities to maximize your Citrix investment and keep your technology investment running smoothly.

Knowledge center. The Knowledge Center is the official online resource for technical information on Citrix products, hotfixes, patches, feature releases, tech notes, security bulletins and troubleshooting guides.

Customer service. Customer service helps with non-technical support issues that customers may face on a daily basis.

Citrix technology alliance partners
• Apple
• AppSense
• Cisco
• CSC
• Dell
• Hewlett Packard
• Intel
• McAfee
• Microsoft
• NetApp
• Oracle
• Wyse

Citrix Public Sector solution advisors
• Accelera Solutions
• CDW-G
• Convergence Technology
• Dell
• Global Technology Resources
• GTSI
• Plan B Technologies
• Worldwide Technology
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